

# ARLINGTON BUSINESS RETENTION SURVEY PROGRAM

## Survey Results, 2014-15 (year to date)

Business One: Left Arlington Center 0-10 employees 2.14.2014

**Overall opinion of Arlington:** AVERAGE/POOR for small businesses

**Top three benefits:** Good permitting processes

**Immediate business needs:** More parking availability and better snow removal in the Center

**Modernization/expansion plans:** Business closing due to poor performance, may reopen

**Constraints faced to expansion:** Lack of parking

Business Two: Left Arlington Center 11-20 employees 7.23.2014

**Overall opinion of Arlington:** EXCELLENT for small businesses

**Top three benefits:** Proximity to owners residences, access to amenities, quality of life

**Immediate business needs:** Large (10,000+sf) blocs of vacant, quality commercial space

**Modernization/expansion plans:** Business closing due to poor performance, may reopen

**Constraints faced to expansion:** Lack of space in existing location, plus lack of large, quality commercial vacancies

Business Three: Left East Arlington 0-10 employees 11.14.2014

**Overall opinion of Arlington:** AVERAGE for small businesses

**Top three benefits:** No response

**Immediate business needs:** Franchisees who can run a successful small business

**Modernization/expansion plans:** Business closing due to poor performance, may reopen

**Constraints faced to expansion:** No response

Business Four: Relocated within Arlington 0-10 employees 11.14.2014

**Overall opinion of Arlington:** GOOD for small businesses

**Top three benefits:** Access to customers, suppliers and employees

**Immediate business needs:** Landlord willing to rent to business (former landlord refused to renew lease)

**Modernization/expansion plans:** Business closing due to poor performance, may reopen

**Constraints faced to expansion:** No response

Business Five: Opened in Arlington Center 0-10 employees 11.14.2014

**Overall opinion of Arlington:** GOOD for small businesses

**Top three benefits:** Proximity to owner's home, access to customers, quality of life

**Immediate business needs:** Better sidewalk access to and from shop

**Modernization/expansion plans:** Business closing due to poor performance, may reopen

**Constraints faced to expansion:** No response

Business Six: Opened in Arlington Center 0-10 employees 12.14.2014

**Overall opinion of Arlington:** GOOD for small businesses

**Top three benefits:** Proximity to owner's home, access to customers, quality of life

**Immediate business needs:** Assistance with marketing unique goods

**Modernization/expansion plans:** Business closing due to poor performance, may reopen

**Constraints faced to expansion:** None

# ARLINGTON BUSINESS RETENTION SURVEY PROGRAM

## Survey Results, 2014-15 (year to date)

Business Seven: Closed in Arlington Center/Heights      0-10 employees      4.1.2015

**Overall opinion of Arlington:** AVERAGE for small businesses

**Top three benefits:** Proximity to owner's home, access to customers and workers

**Immediate business needs:** Better products

**Modernization/expansion plans:** Business closing due to poor performance, may reopen

**Constraints faced to expansion:** Poor sales of goods offered to customers

Business Eight: Opened in Arlington Center      0-10 employees      5.4.2015

**Overall opinion of Arlington:** GOOD for small businesses

**Top three benefits:** Proximity to owner's home, access to metropolitan amenities

**Immediate business needs:** Assistance with occupancy permitting

**Modernization/expansion plans:** Business closing due to poor performance, may reopen

**Constraints faced to expansion:** None

Business Nine: Closed in Arlington Center      0-10 employees      5.4.2015

**Overall opinion of Arlington:** GOOD for small businesses

**Top three benefits:** Proximity to owner's home, customers and quality of life

**Immediate business needs:** No response

**Modernization/expansion plans:** Business closing due to poor performance, may reopen

**Constraints faced to expansion:** Owner's poor health

Business Ten: Closed in East Arlington      0-10 employees      5.13.2015

**Overall opinion of Arlington:** GOOD for small businesses

**Top three benefits:** Proximity to owner's home, customers and suppliers

**Immediate business needs:** Capital, more business

**Modernization/expansion plans:** Business closing due to poor performance, may reopen

**Constraints faced to expansion:** Lack of customers/cash flow